



# **Citizens Advice - Law Centre NI**

## **Welfare Reform Support Project**

### **Training Programme**

**October - December 2016**

## **Project Background**

The Department for Communities is rolling out a package of measures to assist the advice sector across Northern Ireland to deal with the impact of Welfare Reform changes. As part of this roll out, it is investing in a programme of training support on Welfare Reform changes to frontline advisers located in generalist advice centres located across Northern Ireland.

Citizens Advice and Law Centre (NI) are working together to offer a comprehensive programme of training to deliver the Department's priorities, designed to fully equip advisers to advise clients who are affected by the various changes. This training programme has been specifically designed to meet the objectives of the Department for Communities approach.

### **Suitable for:**

This programme is designed for advisers (staff and volunteers) in all Council funded frontline generalist advice offices - Citizens Advice and others.

### **Funding**

Courses will be eligible for funding from the Department for approved participants.

# Welfare Reform – Training for Generalist Advisers

Cost per course: £100 per day, £50 per half day

## Personal Independence Payment (including form completion)

### One day course

PIP replaced DLA for working aged people between 16 and Pension age, and was launched on the 20<sup>th</sup> June 2016.

This one day course covers:

- Identify the eligibility conditions for PIP
- List component parts of clients assessment
- Explore the application process for new and migrating clients
- Guidance on completion of PIP forms.

### Eligible attendees

All advisers (staff and volunteers)

<b>Citizens Advice dates</b>	October 2016: 11 <sup>th</sup> , 18 <sup>th</sup> , 25 <sup>th</sup> November 2016: 1 <sup>st</sup> , 15 <sup>th</sup> , 22 <sup>nd</sup> December 2016: 6 <sup>th</sup>
<b>LCNI dates</b>	October 2016: 6 <sup>th</sup> , 20 <sup>th</sup> November 2016: 10 <sup>th</sup> , 24 <sup>th</sup> December 2016: 8 <sup>th</sup> , 15 <sup>th</sup>

### Time

10.30am - 3.30pm

### Venue

Citizens Advice Regional Office & LCNI Belfast Office (possible Derry / Londonderry venues dependent on demand)

*\*Please contact the office if you have 10 participants or more and we can deliver on site on a pre-arranged date*

## **Discretionary / Finance Support and changes to Housing Benefit payments**

The Northern Ireland (Welfare Reform) Act 2015 will change the current payments from the Social Fund. Crisis Loans and Community Care Grants that are currently available under Social Fund will end on 31<sup>st</sup> October 2016.

Finance Support is a new service for Northern Ireland that has been created to support people in times of financial need.

This training will cover:

- Discretionary Support
- short term benefit advances
- maternity grants
- funeral payments
- budgeting loans
- cold weather payments
- Housing/rate changes

Housing Benefit will change under the Welfare Reform (Northern Ireland) Order 2015. The changes will affect Housing Executive or housing association tenants who receive Housing Benefit aged between 16 and below State Pension age. This session will include the proposed changes and how it impacts the clients under Welfare Reform.

### **Eligible attendees**

All advice workers

### **Dates**

November 2016: 17<sup>th</sup>

December 2016: 13<sup>th</sup>

### **Time**

10.30am - 3.30pm

### **Venue**

Citizens Advice Regional Office

*\*Please contact the office if you have 10 participants or more and we can deliver on site on a pre-arranged date*

# **Triage, home visits and identifying vulnerable clients**

## **Half day course**

As part of the Welfare Reform project all offices should offer a triage service to identify vulnerable clients.

This training will give the trainees the skills to identifying vulnerable clients who are affected by Welfare Reform and ensure they are dealt with effectively and efficiently.

This course will offer best practice for home visits including the safety of clients and staff.

## **Eligible attendees**

All advice workers

## **Dates**

October 2016: 19<sup>th</sup>  
November 2016: 9<sup>th</sup>  
December 2016: 8<sup>th</sup>

## **Time**

10.30am – 1.00pm

## **Venue**

Citizens Advice Regional Office

*\*Please contact the office if you have 10 participants or more and we can deliver on site on a pre-arranged date*

# **Overpayment, complaints, mandatory reconsiderations and appeals procedure**

## **One day course**

This training offers a summary of how the new reconsideration/appeals process will operate and illustrates the significant changes involved. It also includes other issues associated with benefits including overpayments & complaints.

## **Eligible attendees**

All advice workers

## **Dates**

October 2016: 27<sup>th</sup>

November 2016: 3<sup>rd</sup>

December 2016: 20<sup>th</sup>

## **Time**

10.00am – 4.00pm

## **Venue**

Law Centre (NI) Belfast

# **The Mitigations schemes under Welfare reform**

## **One day course**

Proposals for Welfare Reform in Northern Ireland have focused around how the reforms can be tailored to better suit the needs of the people of Northern Ireland. These proposals have included various possible mitigations consisting of protection for specific groups or discretionary payment schemes.

This course will focus on what these mitigating schemes are, how they operate and who is likely to benefit from them.

## **Eligible attendees**

All advice workers

## **Dates**

October 2016: 13<sup>th</sup>  
November 2016: 17<sup>th</sup>  
December 2016: 1<sup>st</sup>

## **Time**

10.00am – 4.00pm

## **Venue**

Law Centre (NI) Belfast

# Universal Credit

## One day course

In 2017 Universal Credit will be implemented in Northern Ireland.

This benefit will replace 6 of the main means-tested working age benefits and tax credits.

This course will cover

- Identify the eligibility conditions for Universal Credit
- List the component parts of Universal credit calculation
- Complete a Universal Credit Calculation
- Explore the application process for new and migrating clients
- Explore the impact on existing benefits claimants
- Explore conditionality and sanctions, including the claimant commitment

## Eligible attendees

All Advice Workers

## Dates

October 2016: 26<sup>th</sup>

November 2016: 22<sup>nd</sup>

December 2016: 13<sup>th</sup>

## Time

10.30am - 3.30pm

## Venue

Citizens Advice Regional Office

*\*Please contact the office if you have 10 participants or more and we can deliver on site on a pre-arranged date*



## Citizens Advice and Law Centre NI Welfare Reform training schedule

<b>Date</b>	<b>Time</b>	<b>Course</b>	<b>Venue</b>
6 <sup>th</sup> October 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast
11 <sup>th</sup> October 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
13 <sup>th</sup> October 2016	10.00am – 4.00pm	The Mitigations scheme under Welfare Reform	Law Centre NI Belfast
18 <sup>th</sup> October 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
19 <sup>th</sup> October 2016	10.30am – 1.00pm	Triage, home visits and identifying vulnerable clients	Citizens Advice Regional Office
20 <sup>th</sup> October 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast
25 <sup>th</sup> October 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
26 <sup>th</sup> October 2016	10.30am – 3.30pm	Universal Credit	Citizens Advice Regional Office
27 <sup>th</sup> October 2016	10.00am – 4.00pm	Overpayments, complaints, mandatory reconsideration & appeals procedure	Law Centre NI Belfast

1 <sup>st</sup> November 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
3 <sup>rd</sup> November 2016	10.00am – 4.00pm	Overpayments, complaints, mandatory reconsideration & appeals procedure	Law Centre NI Belfast
9 <sup>th</sup> November 2016	10.30am – 1.00pm	Triage, home visits and identifying vulnerable clients	Citizens Advice Regional Office
10 <sup>th</sup> November 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast
15 <sup>th</sup> November 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
17 <sup>th</sup> November 2016	10.30am – 3.30pm	Discretionary / Finance Support & Changes to Housing Benefit	Citizens Advice Regional Office
17 <sup>th</sup> November 2016	10.00am – 4.00pm	The Mitigations scheme under Welfare Reform	Law Centre NI Belfast
22 <sup>nd</sup> November 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
22 <sup>nd</sup> November 2016	10.30am – 3.30pm	Universal Credit	Citizens Advice Regional Office
24 <sup>th</sup> November 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast

1 <sup>st</sup> December 2016	10.00am – 4.00pm	The Mitigations scheme under Welfare Reform	Law Centre NI Belfast
6 <sup>th</sup> December 2016	10.30am – 3.30pm	Personal Independence Payment	Citizens Advice Regional Office
8 <sup>th</sup> December 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast
8 <sup>th</sup> December 2016	10.30am – 1.00pm	Triage, home visits and identifying vulnerable clients	Citizens Advice Regional Office
13 <sup>th</sup> December 2016	10.30am – 3.30pm	Discretionary / Finance Support & Changes to Housing Benefit	Citizens Advice Regional Office
15 <sup>th</sup> December 2016	10.30am – 3.30pm	Personal Independence Payment	Law Centre NI Belfast
20 <sup>th</sup> December 2016	10.00am – 4.00pm	Overpayments, complaints, mandatory reconsideration & appeals procedure	Law Centre NI Belfast

**Further information and booking:**

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Or

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